

## ProCOAT Terms and Conditions

### **CONFORMAL COATING PROCESS INFORMATION:**

Masking and de-masking performed per customer specs.

Incoming units must meet IPC-A-610 C Class 2 or better for cleanliness, unless ProCOAT is contracted for cleaning, prior to coat.

If problems are found with incoming inspection, the customer will be contacted for disposition.

Please be advised that acceptance criteria for conformal coating / potting should be supplied with order.

If no documentation is provided by the customer, ProCOAT will process and inspect to ANSI / IPC-A-610 Class 2 latest revision.

Customer specs will at all times supersede IPC standards.

### **CLEANING:**

A few important words about cleaning. Unless otherwise specified by the customer, we clean nearly all parts, and certainly all PCB's, before coating. The standard cleaning protocol is designed to remove the residues commonly deposited during the handling of parts during manufacture and is not intended to remove oil or flux deposits. The standard cleaning protocol is not designed or nor is it expected to remove unique manufacturing artifacts. Our expectation is that any significant cleaning issues have been addressed prior to our receipt of the parts and the parts are received in a clean condition. The range of cleaning processes can include the use of aqueous cleaning solutions, DI water systems and alcohol. Standard DI water is a minimum of 8-18meg ohm resistivity.

### **LABELS / MARKING:**

Cleaning processes can negatively affect markings and labels. The impact can be up to and including obliteration. Generally, coated labels and permanent inks are safe in the washing process. Short of experimentation, there is no certain way to tell which label or marking will fail. We will do our best to protect your labels. If we determine the cleaning process is affecting your label or markings, we will let you know and offer alternative options if they exist.

### **STRIPPING PROCESS INFORMATION WHEN APPLICABLE:**

The stripping of conformal coating uses solvents that may affect or react to materials other than the coating that is being removed.

This is not limited to components, plastic connectors, components jacketing, test stamps, labels and ink marking.

ProCOAT uses every effort and caution to process product without damage, however ProCOAT cannot accept liability for any damage to components, boards or markings resulting from the stripping process or the chemical used.

It is recommended that ProCOAT be allowed to strip a single unit as a First Article to determine the results in removing the conformal coating.

Be advised, this First Article may not be fully representative of all units processed due to variances in thickness, age or type of coating or other conditions unknown to ProCOAT.

### **WARRANTY:**

ProCOAT will guarantee all Conformal Coating / Potting goods for a 1-year period with respect to workmanship (labor) and / or coating / potting material, following the date of shipment. ProCOAT must receive written notice of an alleged defect or deficiency within this warranty period. This warranty is limited to the rework or repair of the conformal coating / potting and ProCOAT requests that customer will make every reasonable attempt to diagnose the defect in question, prior to returning the item. All returns must have an RMA number. This warranty does not cover any products that have been subjected to misuse, misapplication and / or any modifications made.